

Dunn County



**Continuity of Operations (COOP)/
Continuity of Government (COG)**

OPERATIONS PLAN TEMPLATE

For

Dunn County

**Department of: Administration – Information
Technology Division**

March 2015

FOREWORD

Upon the completion of the Continuity of Operations (COOP)/Continuity of Government (COG) Plan Template for Dunn County, each County Department/Division will have a plan of action that can be implemented during emergencies, so as to assure that essential government operations can be sustained for up to 30 days from a different location if the situation warrants. This template covers not only initial implementation procedures, i.e. activation and relocation (0-12 hours) and Alternate Facility Operations (12 hours-termination), but will include detailed information on five key planning elements:

- Essential Functions
- Line of Succession
- Alternate Facilities
- Interoperable Communications
- Vital Records/Databases

Upon completion of this template, County Department/Divisions will know what resources they have and what they need to do if they must relocate to an alternate facility.

County Departments should complete their plans and return via E Mail no later than December 17, 2003. Failure to return plans could severely restrict the county's ability to receive future Homeland Security Funding.

TABLE OF CONTENTS

<u>Item</u>	<u>Page No.</u>
1. Purpose	4
2. Authorities	4
3. Objectives of the COOP/COG Plan	4
4. COOP/COG Implementation	5
a. Phase I – Activation and Relocation	5
b. Phase II – Alternate Facility Operations	6
c. Phase III – Reconstitution	6
5. Planning Elements	7
a. Essential Functions	
b. Line of Succession	
c. Alternate Facilities	
d. Interoperable Communications.....	
e. Vital Records/Databases	
f. Tests, Training & Exercises.....	
g. Plans & Procedures.....	

1. PURPOSE

This plan outlines the **Dunn County Department of** plans for Continuity of Operations (COOP) (i.e., providing essential functions to customers from a different location, due to the primary facility becoming unusable, for long or short periods of time) and Continuity of Government (COG) (i.e., the continued performance of essential agency functions and support of County and State government during emergency or disaster situations.) This COOP/COG plan ensures that each agency will:

- Maintain a high level of readiness
- Implement the plan both with and without warning
- Become operational no later than 12 hours after activation
- Maintain sustained operations for up to 30 days
- Take maximum advantage of existing agency field infrastructures.

2. AUTHORITIES

- A. WI State Statutes Chapter 166.05 – (1) During a state of emergency, the governor may designate emergency temporary locations(s) for the seat of government and may take necessary actions to transition the affairs of state government. (2) Actions taken at a temporary location are valid and binding.
- B. Municipal Code of Dunn County. In the event of a declared state or local emergency covered under State law or Dunn County ordinance, the County Board Chairperson shall take all necessary steps to provide for the safe keeping of all County records and documents essential to the function of government, administer the relocation of County government and provide for its functional ability during an emergency.

3. OBJECTIVES OF THE COOP/COG PLAN

- A. Ensuring the continuous performance of an agency's essential functions and operations during an emergency
- B. Protecting essential facilities, equipment, records and other assets.
- C. Reducing or mitigating disruptions to operations.
- D. Reducing loss of life and minimizing damage and losses.

- E. Achieving a timely and orderly recovery from an emergency and resumption of full service to customers.

4. COOP/COG IMPLEMENTATION

A. Phase I – Activation and relocation (0-12 hours)

Notify the Dunn County Board Chairperson of impending activation and actual relocation requirements

- Notify the Dunn County Board Chairperson and the Dunn County Emergency Management Office (715) 232-6897 and other appropriate agencies of the decision to relocate and the time of execution or activation of call-down procedures
- Activate plans, procedures and schedules to transfer activities, personnel, records and equipment to alternate operating facility(ies)
- Notify initial COOP/COG contingency staff to relocate
- Instruct all other emergency and non-emergency personnel on what they are to do
- Assemble necessary documents and equipment required to continue performance of essential operations at alternate operating facility(ies)
- Order equipment and supplies if not already in place
- Transport documents and designated communications, automated data processing and other equipment to the alternate operating facility(ies) if applicable
- Secure the normal operating facility physical plant and non-moveable equipment and records to the extent possible
- Continue essential operations at the normal operating facility if available until alternate facility(ies) is/are operational
- Advise alternate operating facility manager(s) on the status of follow-on personnel.

B. Phase II – Alternate Facility Operations (12 hours – termination)

- Provide amplifying guidance to other key staff and non-emergency employees
- Identify replacements for missing personnel and request augmentation as

necessary

- Commence full execution of essential operations at alternate operating facility(ies)
- Notify Dunn County Board Chairperson and Dunn County Emergency Management (715-232-6897) and all other appropriate agencies immediately of the agency's alternate location, operational and communications status and anticipated duration of relocation if known
- Develop plans and schedules to phase down alternate facility(ies) operations and return activities, personnel, records and equipment to the primary facility when appropriate.

C. Phase III – Reconstitution (termination and return to normal operations)

- Inform all personnel that the threat of or actual emergency no longer exists and provide instructions for resumption of normal operations
- Supervise an orderly return to the normal operating facility or movement to other temporary or permanent facility(ies)
- Report status of relocation to Dunn County Board Chairperson and Dunn County Emergency Management (715-232-6897) and other agencies if applicable
- Conduct an after-action review of COOP/COG operations and effectiveness of plans and procedures as soon as possible, identify areas for correction and develop a remedial action plan.

5. PLANNING ELEMENTS

Essential Functions:

1. List each essential function of your Agency (Department/Division) and prioritize them from highest to lowest.

Function

Priority

The function of the IT Division is to manage countywide voice and data IT systems. This function requires the design, development, procurement, implementation, and maintenance and repair of all IT systems and the necessary resources and tools to do so.

2. Identify staffing requirements for each essential function identified above, each person should only be counted once.

Function

of Staff

CIO, Operations Manager, Senior Technical Support Specialist, & Technical Support Specialists. 8

3. List any/all resources required for each essential function identified above.

Function

Resources

Power to IT equipment.

Electric Utilities.

Telecom Services ISDN PRI, T1, DSL.

Telecom Utilities.

Access to central data room.

Government Center.

Access to central data communications room.

Government & Judicial Centers.

Access to desktop workstation.

Thin client desktop and network access.

Access to IT, mechanical, & diagnostic tools.

Government Center

4. Identify critical data, data systems, software, etc., for each essential function identified above.

<u>Function</u>	<u>Critical Data/Data Systems</u>
Connectivity	Wide Area & Local Area Switches
Data storage	Storage Area Network Server
Storage interface	Network Attached Storage Server
Data backup	Disaster Recovery server
Accounting/tax information	HP 3000 Mainframe
Network Authentication	Microsoft Domain Controller
Database	Microsoft SQL servers
Applications	Application & Terminal Servers
Cloud Applications	Internet Access
Printing	Print server

5. Identify any/all support activities that are needed for each essential function identified above.

<u>Function</u>	<u>Support Activities</u>
Develop and maintain all IT equipment.	Design, implementation, diagnostics, repair, and replacement of IT equipment.

6. Attach or list below your agency's plan for attaining operational capability of essential functions at a different location within 12 hours.

IT Division staff with remote desktop can remotely control all IT resources and equipment through direct access to Dunn Count's 10 GB fiber backbone (WAN - available at County's seven faculties or at West Wisconsin Telecom main offices) or remote access through the County's VPN by Internet access.

7. Attach or list below processes and procedures to acquire all necessary resources (staff, equipment, supplies, etc.) that are needed to continue and sustain essential functions at a different location for up to 30 days.

The IT Division uses a combination of centralized servers, SAN storage with NAS front-end, profiles, centralized and cloud application servers, and a VoIP networked based telephone system to allow voice and data access at any location on the Dunn County's WAN. Any user can access their desktop environment at any of over three hundred workstations. Voice access is available by plugging the user phone into the WAN at any location. This allows IT Division staff to remotely manage all IT resources and

equipment from any location in the county or by remote access through the County's secure VPN and have voice access at any location.

Line of Succession:

1. List line of succession three deep (person's name, title, phone number) for Agency's highest position of authority.

Position: County Manager

<u>Person's Name</u>	<u>Title</u>	<u>Phone</u>
Eric T. Edgeberg	CIO	715-231-6501
Craig Sakach	Operations Manager	715-231-6502
Eugene Smith	County Manager	715-231-6401

- 2.

Position: _____

<u>Person's Name</u>	<u>Title</u>	<u>Phone</u>
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3. List any limitations on delegate/authority (i.e. only certain functions can be performed by certain people/positions, etc.

NA

4. List roster of trained personnel (person's name, title, phone number, knowledge) with authority/knowledge to perform and maintain essential functions/activities (use additional paper if needed).

Essential Function/Activity: All

<u>Person's Name</u>	<u>Title / Knowledge</u>	<u>Phone</u>
Eric T. Edgeberg	CIO	715-231-6501
Craig Sakach	Operations Manager	715-231-6502
John Griffin	Technical Support Specialist	715-231-6505
Kenny Patenaude	Technical Support Specialist	715-231-6505
Chris Quilling	Technical Support Specialist	715-231-6505

5. Attach or list below rules and procedures for implementing order of succession.

The CIO or Operations Manager is in charge of operations unless unavailable in which case the County Manager would assume those duties or delegate a person to be in charge of operations until the CIO or Operations Manager were available.

6. Attach or list below rules and procedures for order of succession initiating conditions, notification methods and terminating conditions.

The County Manager would initiate order of succession based on emergency conditions or other conditions related to this plan, as well as, under current normal operating procedures in case of the CIO or Operations Manager were unable to carry out the operations of the department.

Alternate Facilities:

1. Agency has immediate capability to operate under any potential threat conditions including Weapons of Mass Destruction.

Yes No Unsure Non-Applicable

2. Attach or list below information on sufficient space and equipment that would be needed to sustain the relocation of the Agency for up to 30 days.

Facility Name	Facility Address	Telephone Number
Judicial Center	615 Stokke Parkway Menomonie, WI 54751	715-231-1581
Facility Manager Name and contact info.	Primary: Dave Taylor Secondary: Jesse Rintala	715-232-2181 715-232-2181
Facility Specifications	Space (sq. ft required) 144 Private Offices: # 0 Cubicles: # 0 Parking Stalls: # NA Conference Rooms: #/size None Loading dock: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Handicapped Accessible: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	
Communications	Commercial telephone lines available: # 0 Secure telephone lines available: # 0 Two-way radio support infrastructure: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/>	
Office Equipment at Facility	Desks: # Folding tables with enough space for 6 computers, 6 telephones. Another folding table with room for tools and enough area to make repairs to equipment. Chairs: # 8 Telephones: # 8 Computers: # 8 <u>Internet access: # 8</u> <u>Agency e-mail access: # 8</u> Copiers: # None Fax Machines: # 0 Office Supplies: Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/> TV/VCRs: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Water: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Electrical Power: Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/> Air: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Natural Gas: Heat Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/> Other _____ Telephone: Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/> Cable TV: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Security: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Maintenance: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Housekeeping: Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> Local Post Office: Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>	
Relocation Support/Assistance Name and contact info.	Primary: Secondary:	IT Division Facilities

3. Attach or list below where equipment (see above) can be obtained from in a hurry.

IT Division Offices and Facilities Departments.

4. Who has authority (list person's Name, Title, phone number) to access needed equipment and set it up/make it useable?

Eric Edgeberg, CIO 715-232-6501
Craig Sakach, Operations Manager 715-231-6502
Dave Taylor, Facilities Director 715-232-2181
Jesse Rintala, Public Works Director 715-232-2181

5. Attach or list below any pre-positioned resources or contingency contracts that are already established and the appropriate resource provider:

- A. Resource/Contingency Contact for: _____
Provider (Name, phone number): _____
- B. Resource/Contingency Contact for: _____
Provider (Name, phone number): _____
- C. Resource/Contingency Contact for: _____
Provider (Name, phone number): _____

6. Attach or list below provisions for establishing communications methods/systems with all identified internal and external organizations, customers, public, etc.

IT Division staff has at their disposal VOIP networked phones (Can be plugged in any where in WAN to allow voice communication. See page 8 Section 6 & 7), a County Internet and Intranet web site, email, tablets, and cell phones to allow communication with internal and external organizations, customers, and the public.

7. Attach or list below how you will sustain essential operations at an Alternate Facility for up to 30 days?

IT Division staff can work at any County or remote location for indefinite periods of time and maintain the IT operations of Dunn County. See page 8 Sections 6 & 7.

8. Attach or list below how you will address health and safety concerns of relocated employees.

By following all current county work policies and rules related to health and safety.

9. Attach or list below how you will address physical security and access controls at the Alternate Facility.

IT Division Senior and Operations staff have master keys for entry to all County Facilities and most offices as part of carrying-out their normal job duties. IT Division staff will follow all current county work polices and rules with regard to security and access control.

Interoperable Communications:

1. Attach or list below procedures/plans for communications with contingency staff, management, emergency personnel and other organizational components.

IT Division staff has at their disposal VOIP networked phones (Can be plugged in any where in WAN to allow voice communication. See page 8 Section 6 & 7), a County Internet and Intranet web site, email, tablets, and cell phones to allow communication within IT Division and to other county, contingency, management, emergency staffs and organizations.

2. Attach or list below procedures/plans for access to data and data/software systems necessary to conduct essential activities/functions.

See page 8 Sections 6 & 7.

Vital Records/Databases:

1. Attach or list below any essential emergency operations plans (other than the COOP/COG Plan), that your Agency utilizes including line of succession; delegations of authority; staffing assignments; policy or procedural records.

Emergency Operations Center (EOC) Plan

2. Attach or list below any vital records (public, County), legal/financial records, databases/software, etc., that are needed for your Agency and/or to perform essential functions of your Agency:

IT Division policies, operations, work, disaster recovery documentation and supporting databases.

3. Attach or list below provisions for any classified or sensitive data:

Administrative and User password data.
Internal network structure documentation.
Security policy and procedures documentation.

4. Attach or list below procedures for data back-up and restoration (paper and electronic files) of vital records (public, County), legal/financial records, databases/software etc.

The IT Division has all policies, operations, work, disaster recovery documentation and supporting databases in electronic format. All electronic data are saved on a highly secure and fault tolerant SAN server and are backed up by a disk based backup storage servers and disaster recovery system. Archived data is stored in an electronic media storage vault providing protection from fire, water, and physical damage, or EMF energy.

5. Attach or list below the location of your Agency's vital records, legal/financial records, databases, etc., and the process as to how they will be accessed if you're operating at an alternate facility.

The disaster recovery system is located in the Dunn County Government Center but can be removed and attached to the WAN at any location. See page 8 Sections 6 & 7.

Tests, Training & Exercises:

1. Attach or list below how your Agency will test/train and exercise on a yearly basis COOP/COG emergency personnel (including refresher orientation for COOP/COG staff) and your Agency's, COOP/COG plans and procedures. List the Agency Point-of-Contact who will coordinate this.

The COOP/COG Plan uses the same processes and procedures for after hours support which are exercised and tested routinely ad part of the IT Division normal operations.

Eric Edgeberg, CIO 715-232-6501

Craig Sakach, Operations Manager 715-231-6502

2. Attach or list below plans as to how your Agency will test/exercise emergency alert and notification procedures of key personnel and how your Agency will train/exercise its COOP/COG Plan with other County Agencies (if applicable and feasible).

The COOP/COG Plan would be initiated by the CIO or Operations Manager using the same processes and procedures for after hours support which are exercised and tested routinely ad part of the IT Division normal operations. Dunn County has a emergency alert and notification process and procedures in place that is coordinated by the E911 Center, Public Works, and the IT Division.

Plans and Procedures

1. Attach or list below Procedures as to how the COOP/COG Plan is activated and how employees are notified.

The COOP/COG Plan would be activated by the CIO or Operations Manager using the same processes and procedures for after hours support which are exercised and tested routinely ad part of the IT Division normal operations.

2. Attach or list below Provisions for personnel accountability throughout the duration of the emergency.

IT Division Staff are required to comply with all polices, procedures, and work rules contained within the Dunn County Personnel Ordinance, Employee Handbook, County Manager directives, Public Works Directives, and IT Division Documentation at all times which adequately define personal accountability of staff.

3. Attach or list below Procedures to assure that an Annual Review/Update of your Agency's COOP/COG Plan will take place and the process that will be used to assure that needed revisions take place. List the Agency Point-of-Contact who will coordinate this.

CIO and Operations Manager of the IT Division will review annually as part of annual IT Division risk management, security, disaster recovery, and compliancy review.

Eric Edgeberg, CIO 715-232-6501

Craig Sakach, Operations Manager 715-231-6502